

CHARACTERIZING RELATIONSHIPS IN SOCIAL NETWORKS

ABSTRACT

Relationships among members of a social network are automatically characterized by determining the pattern and purposes of electronic messages communicated between such members. By leveraging an organization's existing messaging infrastructure, the present invention can inexpensively and unobtrusively provide management with insights into interpersonal interactions that are either helpful or harmful to the performance of high-impact teams. Such insights are useful in mitigating human interactional problem areas, improving individual and group performance, and in team building and self-assessment or research activities.